ADDENDUM #8

December 11, 2020

TO: Potential Offerors

FROM: Cora Shirai, Contract Manager

RE: Solicitation Addendum #8 to RFP #21-01/IP Telephony System

This correspondence serves as Addendum #8 to the subject Request for Proposals (“RFP”). Your response to this RFP should be governed by the content of the original RFP and the revisions/corrections/additions/clarifications provided in this addendum notice.

The following questions were asked:

1. Q: It’s understood a 5% bid bond is required. On page 22 (of the RFP) it also requires to provide a performance and payment bond. Confirming if that is correct.

A: The 5% bid bond is required; however, a performance and payment bond is not required.

1. Q: Will HHSC accept exceptions in Offeror’ s response to RFP No HHSC FY 21-01? The exception refers to terms listed in the RFP, that does not comply with Offeror’ s standard terms and conditions. Should Offeror be considered for an award, Offeror agrees to negotiate in good faith, mutually acceptable terms. Is this acceptable?

A: Yes, terms and conditions of the contract may be negotiated upon successful selection of an Offeror.

1. Q: Upon selection of successful Offeror, can the final terms and conditions of the contract be negotiated?

A: Yes, final terms and conditions of the contract may be negotiated upon successful selection of an Offeror.

1. Q: Need the maps.

A: Maps to each location are posted to the website (<https://kauai.hhsc.org/procurement/open-solicitations/>) as an Exhibit.

1. Q: Need description of current phone systems and quantities.

A: The current phone systems are Inter-Tel and installed in each of the two hospitals and three clinics. We have one clinic with Xblue phone system.

1. Q: Do you want to keep using Desk/wireless Nurse Phones or would you like to replace with new ones or something similar?

A: We will continue to utilize the wireless nurse phones.

1. Q: Need the West-Com contact.

A: Angela Haag is the West-Com IT Director.

[AHaag@westcomncs.com](mailto:AHaag@westcomncs.com)

Phone (707) 428-5900 x. 220

1. Q: With regards to the Code Blue and paging system, are those systems currently integrated with the phone system or are they independent systems?

A: Code blue is independent and currently connected to the phone system to announce the notice. Paging is part of the phone system.

1. Q: How many clinics are there and what are the addresses?

A: There six clinics total. Four are satellite operations.

The Clinic at Port Allen Port Allen Marina 4353 Waialo Road, Eleele, HI 96705

The Clinic at Kalaheo 4489 Papalina Road, Kalaheo, HI 96741

The Specialty Clinic at Kalaheo 2469-C Puu Road, Kalaheo, HI 96741

Urgent Care at Poipu 2829 Ala Kalanikaumaka Street, Suite B-201, Koloa, HI 96756

The Clinic at Waimea is located on the KVMH campus and The Clinic at Kapa’a is located on the SMMH campus.

1. Q: Would you like the VoIP traffic to traverse the iNet network or would you like separate MPLS circuits installed for this function? This would be highly recommended if we implement failover and SIP trunking.

A: This would be highly recommended if we implement failover and SIP trunking. It will be separate MPLS circuit.

1. Q: There is currently 1 Attendant position with a console at the front desk. Would you like to add any additional PC attendants at this time? If so, how many?

A: Yes. One at KVMH and one at SMMH.

1. Q: Based on feedback from our site visit there was thought about having the Spectralink sets be able to access the PSTN for external inbound/outbound calls. Can you confirm if this is the case?

A: Yes, it is highly desirable to integrate them.

1. Q: Is there a contact at WestCom we can talk to about integrating the Code Blue, Code Red alert announcements to the phone system? Ideally this would need to be an Engineering or technical lead.

A: Angela Haag is the West-Com IT Director.

[AHaag@westcomncs.com](mailto:AHaag@westcomncs.com)

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1. Q: How may IP sets and analog lines are necessary for each clinic?

A: The Clinic at Port Allen – 15 phones, 2 analog lines

The Clinic at Kalaheo – 8 phones, 2 analog lines

The Specialty Clinic at Kalaheo – 7 phones, 2 analog lines

Urgent Care at Poipu – 15 phones, 2 analog lines

1. Q: For the clinics, do you want each clinic to be able to have local survivability in the event of a WAN outage or will having KVMH and SMMH failing over to each other be enough DR capability in your network?

A: Having KVMH and SMMH failing over each other.

1. Q: How many IP telsets and how many analog lines will be needed at each clinic?

A: The Clinic at Port Allen – 15 phones, 2 analog lines

The Clinic at Kalaheo – 8 phones, 2 analog lines

Specialty Clinic at Kalaheo – 7 phones, 2 analog lines

Urgent Care at Poipu – 15 phones, 2 analog lines

1. Q: How many IP telsets and how many analog lines will be required at KVMH?

A: 200 IP telsets and 95 analog lines.

1. Q: How many IP telsets and how many analog lines will be required at each SMMH?

A: 80 IP telsets and 26 analog lines.

1. Q: Regarding section 2.3.1 of the RFP, is the integration of the Code Blue/Code Red a “must have” in the solution? Also, if the integration needs time to be developed and needs to be treated as a separate project are you ok possibly cutting over the new system without that piece initially, then building it out later?

A: Code Blue needs to be heard on the phone sets. Code Red is a manual announcement using the paging system.

1. Q: If we deploy SIP trunking how many minutes of Long Distance will require per month? IE; 2500, 5000, 7500, etc?

A: To be determined with the service provider.

1. Q: Does SMMH have the same type of WestCom Nurse Call system, Code Blue, Code Red, and Spectralink system as KVMH?

A: Yes.

1. Q: In this centralized model you are looking to do are you looking to also centralize/consolidate the PRI’s to main hospital reducing the amount?

A: We want to centralize and consolidate the PRI or WAN connections.

1. Q: Are you planning to collapse those 5 PRI’s into one location to create a centralized architecture?

A: Yes.

1. Q: Can we assume there is RED POWER at the core datacenter for the UPS?

A: Yes.

1. Q: What are the UPS supporting to the current PBX’s?

A: We have APC’s.

1. Q: Can we get a “show inventory” from your Cisco routers at each respective location?

A: Our current systems do not use routers. They are digital and no IP phones.

1. Q: If the existing West-Com is currently using SIP, is it safe to assume we would not need to provide additional licensing for this integration?

A: There is a SIP server in each hospital for the West-Com phones and as far as the licensing, that will need to be discussed with West-Com engineers.

1. Q: 2.2.1 Capacity and Scalability “The proposed system should provide service for 200 analog extensions and 350 VOIP extensions and 25 virtual extensions…”

Please define what Virtual Extensions means to HHSC?

A: Virtual extensions will be used to forward inbound calls to users on a smart device or to a phone.

1. Q: At KVMH, how are the existing IDF fiber pairs (in-use and spares) that are currently run to the existing MDF going to be delivered to the new Datacenter? Will they be Extended/relocated, or will new fiber cables be run by HHSC or their datacenter subcontractor?
   1. If new, what type is planned (SM or MM)
   2. If new, will the same number spare strands (as exists today) be available for VoIP to use?

A: The fiber run to the new data center to the MDF will be part of the data center relocation project relocation. MM is planned. Yes, the same number spare strands (as exists today) will be available for VoIP use.